(c) and (d) V.V. Giri National Labour Institute, an autonomous society under the Ministry of Labour and Employment is mandated to carry out research and training on labour related issues. Its faculty enjoys considerable academic freedom in selecting the theme and the subject matter of research projects. As per this practice, a micro-level study relating to labour in Business Process Outsourcing was conducted by one of the Associate Fellows of the Institute. The study was conducted during 2003. The study evaluates the perceptions of work experience of the call centre agents to throw light on the potentialities and possible problem areas of human relations in order to strengthen the sustainability of the industry in the longer term. It does not represent the view of all the actors in the industry and does not purport to represent the entire BPO sector in the country. The report of the study was based on the findings of a field survey conducted among 277 customer care agents from 6 call centres in NOIDA (U.P.). That way the study was based entirely on the responses of call centre agents in a limited geographical cluster.

Moreover, the views expressed in the report are of the concerned researcher and not of the Institute or of the Ministry of Labour & Employment.

Industrial employment standing orders central rules

965. SHRI CHITTABRATA MAJUMDAR:
SHRI DIPANKAR MUKHERJEE:

Will the Minister of LABOUR AND EMPLOYMENT be pleased to refer to answer to Unstarred Question 438 given in Rajya Sabha on 15th July, 2004 and state:

(a) whether as per the decision to rescind notification GSR No. 936(E) dated 10th December, 2003, a draft notification was issued by Ministry of Labour on 30th September, 2004;

(b) whether a tripartite meeting was held under the Chairmanship of Labour Secretary, Government of India to finalise the draft notification;

(c) if so, whether the final notification has been made to rescind the notification dated 10th December, 2003; and

(d) if not, the reasons therefor?

THE MINISTER OF LABOUR AND EMPLOYMENT (SHRI K. CHANDRASEKHAR RAO) (a) Yes, Sir.

(b) to (d) A meeting was held on 24.12.2004 with the respresentatives of employees and employers as per provision under Section 15 of the Industrial Employment (Standing Orders) Act, 1946. The matter is still under consideration and will be decided in consultation with all the Stake holders.

New Programme for unorganised sector workers

966. SHRIMATI VANGA GEETHA: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether Government have embarked on major new Government funded programmes for unorganized sector workers, and urban renewal;

(b) if so, the details worked out in this regard;

(c) the projects identified for this purpose;

(d) whether Government have drawn up any action plan for additional resources for this purpose; and

(e) if so, the details thereof?

THE MINISTER OF LABOUR AND EMPLOYMENT (SHRI K. CHANDRASEKHAR RAO): (a) No, Sir.

(b) to (e) Does not arise.

Increase in **the unemployment**

967. SHRI K. RAMA MOHANA RAO: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether it is a fact that the recent report of the ILO has pointed out that in spite of growth in reducing poverty and improving the living conditions of the people, unemployment reached a record high in India; and

(b) if so, the response of Government in this regard?

THE MINISTER OF LABOUR AND EMPLOYMENT (SHRI K. CHANDRASEKHAR RAO): (a) The ILO report titled "Labour and Social Trends in Asia and the Pacific 2005" have analysed the trends in the economic growth and the employment growth in the Asia and Pacific countries including India. As per the report, since 1999, the Indian economy has grown by 5.9% per year whereas unemployment rate has gone up from 2.2% in 1995 to 4.3% in 2000.